

Michigan Web Account Manager  
**MiWAM Toolkit**  
for Claimants



# Michigan Web Account Manager MiWAM Toolkit

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# Michigan Web Account Manager

# Introducing MiWAM

The Michigan Web Account Manager (MiWAM) is the Unemployment Insurance Agency's (UIA) new and improved system for managing your unemployment account electronically. MiWAM replaces the Claimant Web Account Manager (CWAM) and makes doing business with the UIA simpler, faster and more efficient. The new MiWAM is more visually appealing and user-friendly.

MiWAM allows you to perform routine transactions such as filing claims, certifying for benefits, viewing correspondence, and updating your unemployment claim information online. The system is accessible 24 hours a day, seven days a week.

For claimants, managing your account online is secure, more accurate, processes quicker, and it allows for more real-time interaction with UIA staff. For the Agency, MiWAM helps lower the costs of processing certifications, decreases paper and scanning costs and reduces keypunching and other errors.

## What You Can Do With MiWAM

- File a Claim
- Report for benefits
- Change Contact Information and Contact Method
- Respond to Fact-Finding
- Submit protest and appeal
- Make a Restitution Payment
- Request a Waiver for Financial Hardship
- Send Online Inquiries to Virtual Problem Resolution (VIPR) Team
- View all existing and past claims
- Submit Fraud Tips Anonymously

## Who to Contact

If you have questions about MiWAM or for help with your unemployment claim, call 1-866-500-0017 to speak to a customer service representative.

Michigan Web Account Manager

# MiWAM Logon Instructions

[www.michigan.gov/uia](http://www.michigan.gov/uia)

## Step 1

If you want to create a MiWAM account, you must have a record with the Agency as a result of filing a claim within the past two years.

From the UIA Public Web Site, [www.michigan.gov/uia](http://www.michigan.gov/uia), click on Michigan Web Account Manager for Claimants and Employers.



After clicking on the MiWAM logo, the home page shown below will appear. You can register as a new user, or access your existing account. To sign up for Online Services you must first click on the *“Sign Up for Claimant Online Services”* hyperlink.

Online Services for Employers	Log In To MiWAM
<ul style="list-style-type: none"><li>Register A Business</li><li>Sign Up for Employer Online Services</li><li>Lost/Never Received Authorization Code</li><li>Forget your Password? Forgot your Username?</li></ul>	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username <input type="text"/></p> <p>Required Password <input type="password"/></p> <p>Sign In</p>
Online Services for Claimants	
<ul style="list-style-type: none"><li>File a New Claim</li><li>Find a Saved Claim</li><li><b>Sign Up for Claimant Online Services</b></li><li>Having trouble logging in?</li></ul>	
Other Online Services	
<ul style="list-style-type: none"><li>Report Claimant Fraud</li></ul>	

## Step 2

On the MiWAM Sign-Up screen displayed below, you must enter the three required pieces of information needed to create a web account.

- Telephone number
- Social Security number (must be entered twice)
- Date of Birth (DOB)

After completing the required fields, you must click the **Next Step** button to go to the next screen.

Previous Step **MiWAM Sign-up** **Next Step** ←

### CLAIMANT SIGN-UP

Creating a MiWAM account will allow you to exchange information with the Unemployment Insurance Agency (UIA).

In order to create a MiWAM account, you must have filed an unemployment claim with the UIA in the past two years. Creating an account, and accessing functions and services online, will save you postage, time and provide convenient access to your account information. Please complete the following steps.

**ENTER YOUR IDENTIFICATION**

A social security number, date of birth and telephone number are required to create a MiWAM account. You will not be allowed to continue if the information below is not submitted.

1.1. E-mail Address

1.2. Phone

1.3. Social Security Number

1.4. Re-Enter Your SSN

1.5. Date of Birth

**INSTRUCTIONS**

- After completing all required fields click the 'Next Step' button at the top of the Page.
- If you would like to cancel this request at anytime click the 'Home' hyperlink in the navigation panel.
- [Click Here To View Field Legend](#)

## Step 3

The next step in the process is to create your username and password to access MiWAM. Create a username and password that is easy to remember. Make sure to answer the security question. Answering the question now will save time if you forget your username or password by allowing you to reset them after answering your security question. Your secret question answer cannot be blank and cannot have leading or trailing spaces.

Your MiWAM password will expire every 13 months.

Previous Step **Create Your Username** **Next Step** ←

### CREATE A USERNAME AND PASSWORD

You will use this username and password to sign into MiWAM.

2.1. User Name

2.2. Password

2.3. Confirm Password

**SECURITY QUESTION**

The answer to your selected secret question will be used to help identify you as the owner of this account.

2.4. Secret Question

2.5. Secret Answer

2.6. Confirm Secret Answer

**USERNAME RULES**

- Must be between 7 and 30 characters long
- Cannot contain spaces


**PASSWORD RULES**

- Must be between 8 and 15 characters long
- Cannot contain spaces
- Must contain both letters and numbers
- Case sensitive
- Cannot be the same as your username

After completing the required fields, you must click the **Next Step** button to go to the next screen.

## Step 4

You must choose "Yes" on the Security Agreement to be given access to MiWAM.

Previous Step **Security Agreement** Next Step **Submit** 

---

ACCEPT THE SECURITY AGREEMENT

### Your Responsibilities

All users must agree to follow the established criteria for use of any application within the MiWAM. Violation of these policies will result in the loss of access privileges.



### Account Owners

- The Account Owner is the individual who creates the Web Account.
- All information provided during the creation of the Web Account must be complete and accurate. If an account is set up based on erroneous or misleading information, the account privileges will be revoked and no future account will be created.
- The account owner assumes all responsibility for the use of the Agency's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username/password.
- The applications can only be used for the purposes for which they were intended. No information obtained as a result of establishing a MiWAM Account can be shared.
- Any use which interferes with the Agency's ability to provide service is prohibited.
- Should the account be used as a part of network attack, the Agency reserves the right to take any necessary actions (including but not limited to, temporary suspension of the account holder's account) required to return the server or network operation to normal.
- The Agency may terminate service to the subscriber at any time, without notice, for violation of this agreement.

### Consent

By choosing the yes option, you agree with the terms of this statement. Continued use of a MiWAM account indicates ongoing acceptance of the terms of this agreement by the account holder.

By choosing the no option, you understand that you will not be given access to MiWAM.

Do you agree with the Security Agreement shown above? **Yes** ☒  No ☐ 

**All steps have been completed.**

**When you are ready to continue, click the 'Submit' button.**

Once you click the **Submit** button, you will receive confirmation that your account is set up. \*Note: This is only when setting up a MiWAM account, not filing a claim.

Ok Print

---

**CONFIRMATION**

The following user was added successfully:

Username: dbrown123

Phone Number: (313)555-0000

Email Address: dbrown123@nomain.com

Your Confirmation Number is: 1-107-591-168

Ok Print

# Michigan Web Account Manager

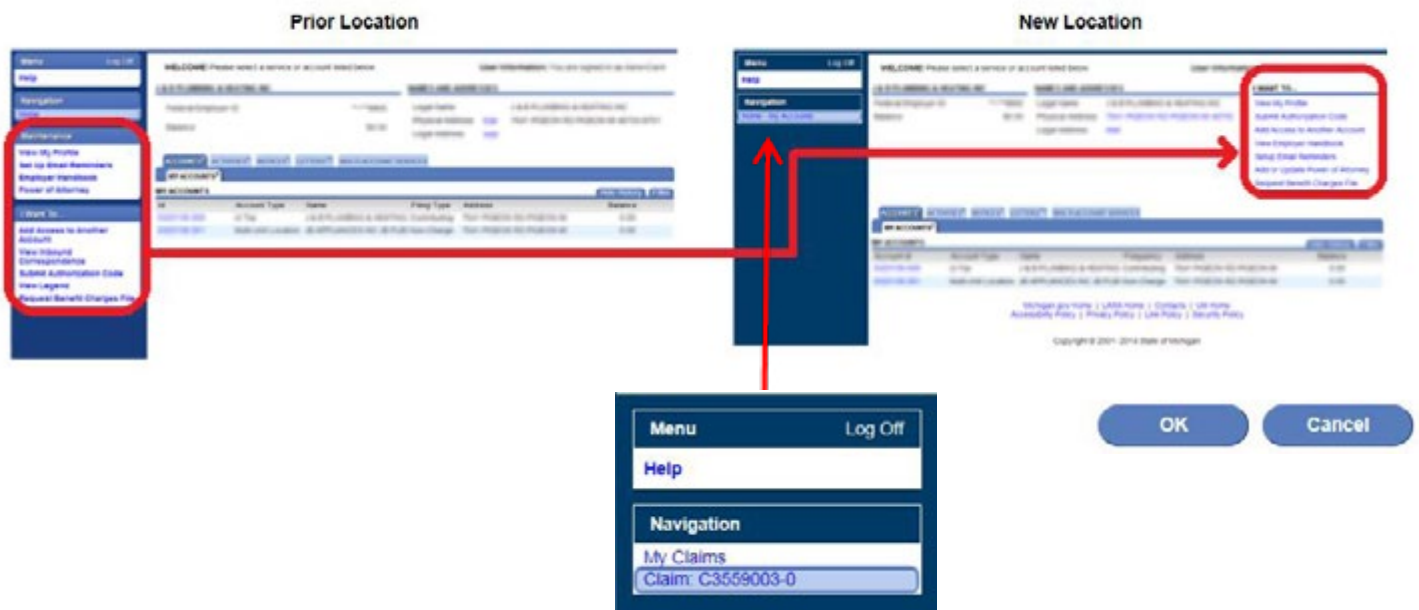
## Navigating MiWAM

### SIDEBAR NAVIGATION

You will see a panels on the left and right of your screen. The panel on the right allows quick access to existing windows.

New Changes

Profile Maintenance and I Want To links have been relocated from below the Navigation Panel on the Navigation Bar to the top right of the page.



### LEGEND

When entering data into MiWAM, always look for the following symbols:

**LEGEND**

- Click to view more information
- The Step is Complete
- The Step Contains Errors
- Required

Required fields are designated by:

- A triangle in the top left corner
- A yellow background
- A tooltip that says required

Required fields, left blank, will block the availability of future steps.

# Michigan Web Account Manager

## Navigating MiWAM

### FIELD COLORS

Field colors are used to denote important information regarding what you can or cannot enter into that data field.

**WHITE (Default)**-This field is in an inquiry or view-only mode that will not accept data entry.

**RED (error)**-This field is in error and has failed validation. Hovering over the error with the mouse will show what the error is.

**YELLOW (Required)**-This field is mandatory. You must enter a value in this field before the information can be saved or proceed to the next screen. If yellow fields are not completed, MiWAM will not save the record.

**GREEN (User enabled)**-This field is optional. The information is not required but keep in mind that it is often beneficial to complete as much information as possible.

# Michigan Web Account Manager

## Navigating MiWAM

### UNDERSTANDING TABS IN MiWAM

Within MiWAM, you will see many Tabs and Sub-Tabs.

Tabs are used to organize information on a window. Each tab, in turn, can have multiple sub-tabs. Click a tab to display information corresponding to the tab label. When a tab is selected, its corresponding sub-tabs are then displayed beneath the selected tab.

Sub-tabs may display a superscript number. This number indicates the total of all items listed in that Sub-tab. For instance, in the Figure below, the "1" superscript on the Claims sub-tab indicates that there is one claim.

The screenshot shows the MiWAM interface with several tabs: CLAIMS<sup>1</sup>, ACTIVITIES<sup>0</sup>, NOTICES, LETTERS<sup>0</sup>, and CLAIMANT S. A red arrow points to the 'CLAIMS' tab, labeled 'Tab'. Below the 'CLAIMS' tab, a sub-tab 'MY CLAIMS<sup>1</sup>' is selected, indicated by a red arrow labeled 'Sub-Tab'. Below the sub-tab, a table titled 'MY CLAIMS' is displayed with the following data:

Claim ID	Claim Status	Benefi
C0044003-0	Allowed	24-Fel

# Michigan Web Account Manager

## Navigating MiWAM

### CLAIMANT/CUSTOMER VIEW

Once you are logged into MiWAM, your screen will default to the “My Claims” view. This is considered the Claimant/Customer view in MiWAM. You can see all claims you have on file with the Agency. You can also see overall activities, notices and letters. By clicking on a Claim ID, you can see more specific details about an individual claim.

Menu Log Off

Help

Navigation

My Claims

User Information: You are signed in as testtest

TEST TESTY

Claimant SSN \*\*\*-\*\*-0001

NAMES AND ADDRESSES

Legal TEST TESTY

Physical 3024 W GRAND BLVD # 400 DETROIT MI 48202-6024

I WANT TO...

[View My Profile](#)

[View the MiWAM Toolkit](#)

CLAIMS<sup>1</sup> ACTIVITIES<sup>0</sup> NOTICES<sup>1</sup> LETTERS<sup>1</sup> CLAIMANT SERVICES<sup>1</sup>

MY CLAIMS<sup>1</sup>

MY CLAIMS

Hide History Filter

Claim Id	Claim	Type	Status	Benefit Year Begin	Benefit Year End	Effective Date	Weekly Benefit Amount	Total Weeks
C3559003-0	UI Claim	New	Allowed	29-Sep-2013	27-Sep-2014		362.00	20.00

# Michigan Web Account Manager

## Navigating MiWAM

### CLAIM/ACCOUNT VIEW

Menu

Log Off

Help

Navigation

My Claims

Claim: C3559003-0

Selecting a Claim ID gives the claim/account view in MiWAM. Notice more tabs allow you to take different actions on the claim or view activities that have taken place. To navigate back to the default "Claimant/Customer view", select the "My Claims" link from the sidebar navigation panel on the left or click the "View All Claims" link under the "I WANT TO..." section.

CLAIM ID C3559003-0	NAMES AND ADDRESSES		I WANT TO...
Social Security Number *** - ** - 0001	Legal Name	TEST TESTY	<a href="#">View My Profile</a>
Benefit Year Begin 9/29/2013	Physical Address	3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View All Claims</a>
Benefit Year End 9/27/2014			<a href="#">View the MiWAM Toolkit</a>
Weekly Benefit Amount \$362.00			
Total Weeks Allowed 20			
Weeks Remaining 20			

CERTIFICATION

NOTICES<sup>0</sup>

ACTIVITIES<sup>0</sup>

LETTERS<sup>1</sup>

ATTRIBUTES

CLAIMANT SERVICES

DETERMINATIONS

WEEKS

REQUIRES ATTENTION

You have benefit weeks that have not been certified. [Click Here to Certify](#)  
Additional Fact Finding is required for your claim. [Click Here to Respond](#)

PREVIOUSLY CERTIFIED

Week	Weekly Benefit	Deductions	Withheld	Benefit Payment	Status
03-Aug-2013	246.00	0.00	0.00	0.00	Open Non-Monetary issue
27-Jul-2013	246.00	0.00	0.00	0.00	Open Non-Monetary issue

### UNIQUE CLAIM ID

Your claim will now be identified by a unique Claim ID in MiWAM. The list defaults to your most recent claim at the top. As pictured below, the Claim ID- C1846700-2 represents Tier 2 of the EUC. By clicking on the Id number you can view the details of that claim. If you need to inquire about the details of a specific claim, now you can refer to the claim by the Claim ID number.

CLAIMS<sup>4</sup>

ACTIVITIES<sup>0</sup>

NOTICES

LETTERS<sup>0</sup>

CLAIMANT SERVICES

MY CLAIMS<sup>4</sup>

MY CLAIMS

Claim ID	Claim Status	Benefit Year Begin
C1846700-2	Allowed	20-Jan-2013
C1846700-0	Allowed	20-Jan-2013
C1846700-1	Allowed	20-Jan-2013
C1846699-0	Allowed	22-Jan-2012

# Michigan Web Account Manager

## Filing a New Claim

From the UIA Public Web Site, [www.michigan.gov/uiu](http://www.michigan.gov/uiu), click on the MiWAM logo to access MiWAM to file a claim. You do not need a MiWAM account to file your new claim online.

\*Note: If you would like to file a claim and have already established a MiWAM account, just log in and click on the Claimant Services tab and select the link to ["File a claim"](#) under Filing Options.



After clicking on the MiWAM logo, the home page shown below will appear.



Online Services for Employers	Log In To MiWAM
<ul style="list-style-type: none"><li>Register A Business</li><li>Sign Up for Employer Online Services</li><li>Lost/Never Received Authorization Code</li><li>Forget your Password? Forgot your Username?</li></ul>	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username <input type="text"/></p> <p>Required Password <input type="password"/></p> <p>Sign In</p>
Online Services for Claimants	
<ul style="list-style-type: none"><li><b>File a New Claim</b> ←</li><li>Find a Saved Claim</li><li>Sign Up for Claimant Online Services</li><li>Having trouble logging in?</li></ul>	
Other Online Services	
<ul style="list-style-type: none"><li>Report Claimant Fraud</li></ul>	

# Michigan Web Account Manager

## Filing a New Claim

*continued from page 11*

### FIND A SAVED CLAIM

MiWAM allows you to save your claim and complete it later during the same calendar week. The **Save and finish later** button is displayed at the top and bottom of each page. You will receive a confirmation number and a claim filing number. Click the [“Find a Saved Claim”](#) link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. Please note-MiWAM will timeout after 15 minutes of inactivity, for security reasons.

Click the link for [“Step 1-Provide Identification Information”](#) to begin filing your claim. There are 7 steps in the claims filing process. You must complete all 7 steps.

#### Step 1: Provide Identification Information << START HERE

The screenshot shows the 'IDENTIFICATION INFORMATION' form. At the top right are buttons for 'save and finish later' and 'Cancel'. Below the title is a disclaimer: 'Yellow boxes indicate information is required. A green box indicates optional information. Federal and state laws require that certain types of information be provided upon request for statistical and Unemployment Insurance program purposes. The information you provide to the Unemployment Insurance Agency concerning your claim for unemployment benefits is confidential and will be used only by public officials performing their duties.'

The form is divided into sections:

- Social Security Number:** Includes fields for 'Social Security Number' and 'Confirm Social Security Number', both with green boxes indicating required information. Below these is a question 'Have you worked under more than one Social Security Number?' with 'Yes' and 'No' buttons.
- Name Information:** Includes fields for 'Last Name' (containing 'SMITH'), 'First Name' (containing 'JOHN'), 'Middle Name', 'Suffix', and 'Additional Last Name'.
- Driver License / State ID:** Includes a field for 'Driver's license or state identification number' (containing 'S1212121212') and a dropdown for 'Issuing state of your driver's license or state ID' (set to 'MICHIGAN').

At the bottom, there are buttons for 'Return to Summary' and 'Go to Step 2: Demographics'. The 'Go to Step 2: Demographics' button is highlighted with a red box and a red arrow pointing to it. At the bottom right are buttons for 'Save and finish later' and 'Cancel'.

At the bottom of each page, the **Return to Summary** button is displayed. This button allows you to return to any step within the process at any time prior to submitting the claim. The completed steps are identified by the green checkmarks as indicated in the example on the following page.

# Michigan Web Account Manager

## Filing a New Claim

*continued from page 12*

Once you complete **all** 7 steps you will see the following screen. The **Submit** button will only appear after **all** 7 steps have been completed. You must click the **Submit** button to receive a confirmation number. A red **X** displayed next to a step will indicate an error that needs to be corrected or the step has not been completed.

This application allows you to file a claim for unemployment benefits online. A claim cannot be filed early. Filing today means your claim will begin this week unless you request previous weeks.

You will be asked a series of questions. Based on your responses, you may be asked to answer additional questions to complete your application. Click on the blue text to complete each step. You can return to completed steps to correct or change information. Benefits will not be allowed on an incomplete application.

Give complete and honest answers. The law provides severe penalties of fines, imprisonment, damages, and/or community service for anyone who intentionally gives incorrect information or hides information to obtain or increase benefits. If you are using an interpreter or someone is helping you, that person should enter only your responses to a question. You are responsible for responses given, the person helping you cannot be held liable.

There are 7 steps to the application that must be completed. If you do not get a confirmation number, your claim has not been completed.

Click to view more information

The Step is Complete

The Step Contains Errors

Required fields are designated by:

- A triangle in the top left corner
- A yellow background
- A tooltip that says required

Required fields, left blank will not allow you to proceed.

Step 1: [Provide Identification](#)  
Name: JOE SMITH

Step 2: [Demographic Information](#)  
Physical Address: 614 JOHNSON ST SAGINAW MI 48607-1553

Step 3: [Additional Information](#)  
Additional questions have been answered

Step 4: [Identify Employers](#)

REVIEW EMPLOYER 8 [Add Employer](#) [Update Last Employer](#)

[Edit](#)

Worked for Employer	<input type="checkbox"/>
Last Employer	<input type="checkbox"/>
Military	<input type="checkbox"/>
Federal	<input type="checkbox"/>
Name	GOAL CONSULTING LLC
Doing Business As	

Step 5: [Payment Method](#)  
You have chosen debit card as the payment method.

Step 6: [Set Up MIWAM Account](#)  
You have completed your MIWAM account information.

Step 7: [Benefit Rights](#)  
You have reviewed your benefit rights.

Clicking the [blue hyperlink](#) after each step allows you to edit the information prior to submission.

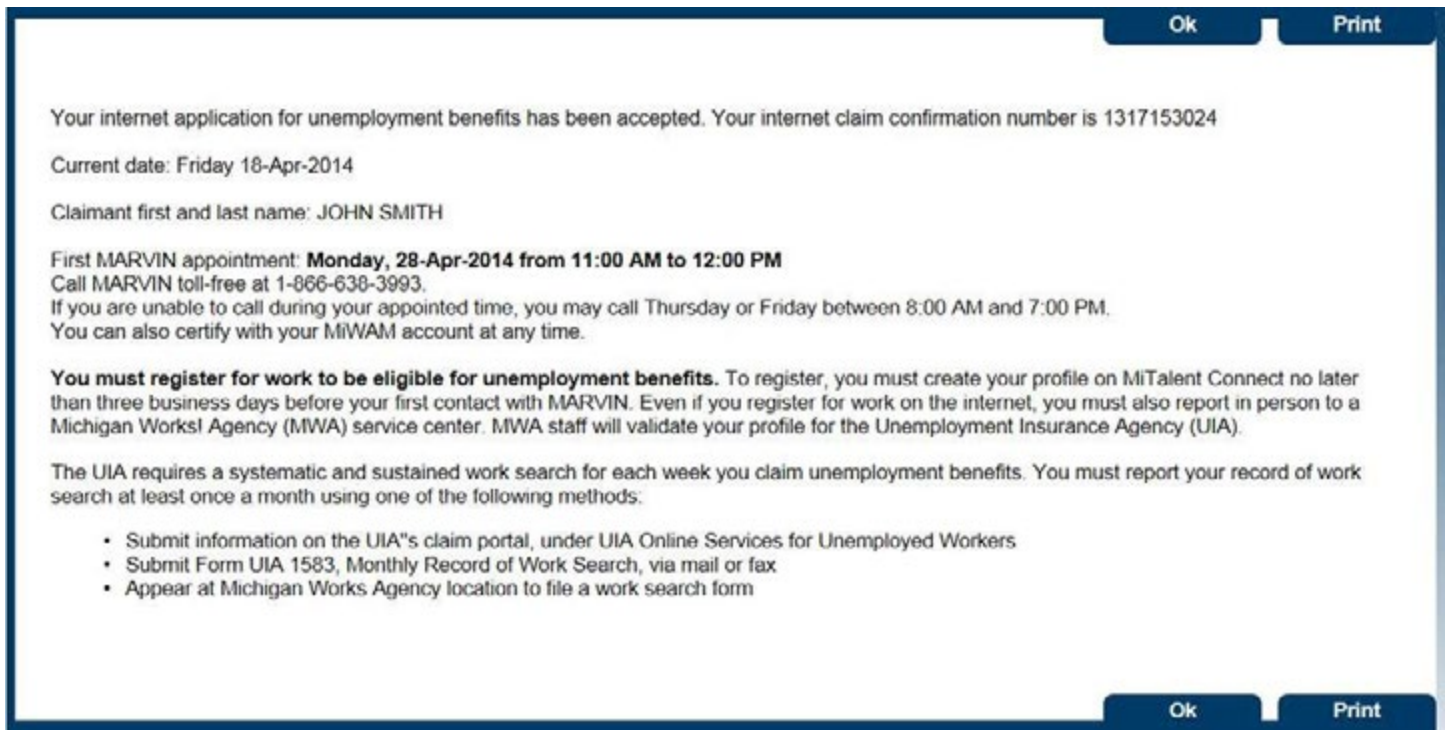
[Submit](#) [Save and finish later](#) [Cancel](#)

# Michigan Web Account Manager

## Filing a New Claim

*continued from page 13*

If you do not get a confirmation number, your claim has not been completed. Your confirmation will look like the image below:



Ok Print

Your internet application for unemployment benefits has been accepted. Your internet claim confirmation number is 1317153024

Current date: Friday 18-Apr-2014

Claimant first and last name: JOHN SMITH

First MARVIN appointment: **Monday, 28-Apr-2014 from 11:00 AM to 12:00 PM**  
Call MARVIN toll-free at 1-866-638-3993.  
If you are unable to call during your appointed time, you may call Thursday or Friday between 8:00 AM and 7:00 PM.  
You can also certify with your MiWAM account at any time.

**You must register for work to be eligible for unemployment benefits.** To register, you must create your profile on MiTalent Connect no later than three business days before your first contact with MARVIN. Even if you register for work on the internet, you must also report in person to a Michigan Works! Agency (MWA) service center. MWA staff will validate your profile for the Unemployment Insurance Agency (UIA).

The UIA requires a systematic and sustained work search for each week you claim unemployment benefits. You must report your record of work search at least once a month using one of the following methods:

- Submit information on the UIA's claim portal, under UIA Online Services for Unemployed Workers
- Submit Form UIA 1583, Monthly Record of Work Search, via mail or fax
- Appear at Michigan Works Agency location to file a work search form

Ok Print

# Michigan Web Account Manager Filing a New Claim

*continued from page 14*

## ENTERING YOUR OCCUPATION CODE

Your occupation code is a title that best categorizes the type of work you did for your employers.

The screenshot shows the 'Employer Information' form. It includes a question 'Did you work for this employer since 10/01/2012?' with 'Yes' and 'No' buttons. Below this is a section titled 'QUESTIONS: DELEG' with a blue bar. The next question is 'How many hours did you work per week?' with a text input field containing '0'. The following question is 'What was your rate of pay with this employer?' with a text input field containing '0.00' and a dropdown menu labeled 'Rate'. At the bottom, there is an 'Occupation Code' field with an information icon and a 'Search Occupational Codes' button.

Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress).

The screenshot shows the 'OCCUPATIONAL CODE SEARCH' results page. A red arrow points to the 'Keyword' field which contains 'teacher'. The results are listed in a table with columns for 'Code', 'Description', and 'Details'. The first result is '11-9031 Education Administrators, Preschool and Childcare Center/Program'. The second result, '15-1199 Computer Occupations, All Other', is highlighted with a red box. Other results include '21-1021 Child, Family, and School Social Workers', '25-1000 Postsecondary Teachers', '25-1010 Business Teachers, Postsecondary', '25-1011 Business Teachers, Postsecondary', '25-1020 Math and Computer Teachers, Postsecondary', '25-1021 Computer Science Teachers, Postsecondary', '25-1022 Mathematical Science Teachers, Postsecondary', '25-1030 Engineering and Architecture Teachers, Postsecondary', '25-1031 Architecture Teachers, Postsecondary', '25-1032 Engineering Teachers, Postsecondary', '25-1040 Life Sciences Teachers, Postsecondary', '25-1041 Agricultural Sciences Teachers, Postsecondary', and '25-1042 Biological Science Teachers, Postsecondary'.

Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupational code that best fits. Make your choice by clicking the blue results link next to your selection\*. Your occupation code will show on the employer information page as seen below

The screenshot shows the 'Occupation Code' field with an information icon. To the right is a 'Search Occupational Codes' button. Below the button, a red arrow points to a red-bordered box containing the text 'Computer Occupations, All Other'.

\*You can also find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

# Michigan Web Account Manager

## Reporting for Benefits

Certification questions in MiWAM are presented for single weeks. The yellow yield sign appears if there are weeks that you have not yet been paid for and need to report. You will see the following screen after logging in to MiWAM:

CLAIM ID C3559003-0		NAMES AND ADDRESSES		I WANT TO...
Social Security Number	*** - ** - 0001	Legal Name	<a href="#">Edit</a> TEST TESTY	<a href="#">View My Profile</a>
Benefit Year Begin	9/29/2013	Physical Address	<a href="#">Edit</a> 3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View All Claims</a>
Benefit Year End	9/27/2014			<a href="#">View the MiWAM Toolkit</a>
Weekly Benefit Amount	\$362.00			
Total Weeks Allowed	20			
Weeks Remaining	20			




<b>CERTIFICATION</b>	NOTICES <sup>1</sup>	ACTIVITIES <sup>0</sup>	LETTERS <sup>1</sup>	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
----------------------	----------------------	-------------------------	----------------------	------------	-------------------	----------------

<b>WEEKS</b>
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**REQUIRES ATTENTION**

	You have benefit weeks that have not been certified. <a href="#">Click Here to Certify</a>	
	Additional Fact Finding is required for your claim. <a href="#">Click Here to Respond</a>	

To report timely, you must report between 7/28/2014 and 8/2/2014.

**DEFINITIONS**

Deductions - Pensions, Earnings, and Denial Periods
Withholdings - Federal Taxes, State Taxes, Friend of the Court, and Restitution Recoupment

# Michigan Web Account Manager Reporting for Benefits

*continued from page 16*

Click the [blue](#) hyperlink "[Click Here to Certify](#)" to answer the certification questions for the week(s) not reported. You will see a list of the certification questions that will need to be answered.

**NOTE:** You can change your address during the reporting process in MiWAM.

Submit

Cancel

CERTIFICATION

CERTIFICATION QUESTIONS

Has your address changed since your last certification?

Yes

No

Required

Are you claiming the week beginning Sunday, 06-16-2013 through Saturday, 06-22-2013?

Yes

No

i

Were you available to accept full-time work every day between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Yes

No

i

Were you able to work full time every day from Sunday, 06 16 2013 through Saturday, 06-22-2013?

Yes

No

i

Did you look for work during the week Sunday, 06-16-2013 through Saturday, 06-22-2013?

Yes

No

i

# Michigan Web Account Manager Reporting for Benefits

*continued from page 17*

## SUBMITTING WORK SEARCH

If you indicate that you looked for work during the specified week, you can also enter your work search information while completing your certification in MiWAM.

Click the link below to enter jobs you applied for, or employers contacted while looking for work.

[Click here to enter job](#)



Job Contacts List

Job Contacts List

Add a Record

Click the link to add a record of your work search.

Date of Contact  
Employer Name  
Employer Address  
Employer Phone  
Name and Title of Person Contacted  
Contact Method  
Type of Work Applied For  
Result

OK Cancel

You will then be directed to enter the job contact information as instructed below.

Job Contacts List

Record 1

Delete this Record Add a Record

JOB CONTACTS

Date of Contact 17-Jun-2013  
Employer Phone (313)555-1234  
Click here for help filling out Job Contacts  
Employer Name ABC Company  
Employer Address 1234 Main Street, Detroit, MI 48202  
Name and Title of Person Contacted Joe Smith  
Contact Method In Person  
Type of Work Applied For Sales  
Result Scheduled for Interview

Delete this Record Add a Record

OK Cancel

# Michigan Web Account Manager Reporting for Benefits

*continued from page 18*

You can also submit your work search by clicking the *"Submit Job Search Contacts"* link below the Other Services column under the **CLAIMANT SERVICES** tab.

<b>CERTIFICATION</b>	<b>NOTICES<sup>0</sup></b>	<b>ACTIVITIES<sup>0</sup></b>	<b>LETTERS<sup>7</sup></b>	<b>ATTRIBUTES</b>	<b>CLAIMANT SERVICES</b>	<b>DETERMINATIONS</b>
<b>CLAIMANT SERVICES</b>						
<b>FILING OPTIONS</b>			<b>OTHER SERVICES</b>			
<a href="#">File a claim</a>			<a href="#">Contact Method</a>			
			<a href="#">Modify Benefit Payment Method</a>			
			<a href="#">Request Advocate</a>			
			<a href="#">Request Restitution Waiver for Financial Hardship</a>			
			<a href="#">Submit Job Search Contacts</a> ←			
			<a href="#">Update Withholding</a>			

Continue answering the certification questions.

Did you quit any job between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you refuse any job(s) or offer(s) of work between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Were you fired from any job between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you BEGIN attending school or training classes between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you BEGIN receiving a pension between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you receive vacation pay between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 06-16-2013 and Saturday, 06-22-2013?

# Michigan Web Account Manager Reporting for Benefits

*continued from page 19*

Continue answering the certification questions and click the **Submit** button.

Did you receive severance pay between Sunday, 06-16-2013 and Saturday, 06-22-2013?



Did you do any type of work between Sunday, 06-16-2013 and Saturday, 06-22-2013?



Did you have any earnings between Sunday, 06-16-2013 and Saturday, 06-22-2013?



Did you return to work full time between Sunday, 06-16-2013 and Saturday, 06-22-2013?

Certification: I understand that the answers I give may affect my benefit payments. I certify that I am the individual listed on this claim. Answering questions or certifying for benefits for anyone other than yourself is considered fraud and is punishable by law. I understand that making false statements, concealing information or misrepresenting facts is considered fraud. I understand that if I give false information to receive benefits I will have to repay benefits, my claim may be stopped, I may be required to pay additional fees, and could serve time in prison. I understand the penalties for committing fraud and certify that the answers I have given for the week 06-16-2013 through 06-22-2013 are true and correct.



**Submit**

**Cancel**

# Michigan Web Account Manager Reporting for Benefits

*continued from page 20*

You will receive a confirmation message indicating that your certification has been accepted

Ok

Print

## CONFIRMATION

Your certification has been accepted for the week-ending 6/22/2013. Your payment will be issued on the next business day.  
The expected amount of your payment is \$236.

Ok

Print

**\*NOTE-** You will be required to certify for each week individually in MiWAM. Your responses will be registered for one week at a time. \*

# Michigan Web Account Manager

## Responding to Fact-Finding

There are two ways to respond to the Agency's request for fact-finding. When you log into your MiWAM account, just click on the link indicating that additional fact finding is required.

CERTIFICATION NOTICES<sup>1</sup> ACTIVITIES<sup>0</sup> LETTERS<sup>9</sup> ATTRIBUTES CLAIMANT SERVICES DETERMINATIONS

WEEKS

REQUIRES ATTENTION

⚠ You have benefit weeks that have not been certified. [Click Here to Certify](#)

⚠ Additional Fact Finding is required for your claim. [Click Here to Respond](#) ←

You can also click on the **DETERMINATIONS** Tab, click the Fact Finding sub-tab and then click on the link to add the required fact finding.

CERTIFICATION NOTICES<sup>1</sup> ACTIVITIES<sup>0</sup> LETTERS<sup>9</sup> ATTRIBUTES CLAIMANT SERVICES DETERMINATIONS ←

DETERMINATION STATUS **FACT FINDING** ADVOCACY

Fact Finding	Status	Employer	Claim ID
Generic Availability	Required	<a href="#">Add</a> ←	C0027228-0

Complete the required fields and click the submit button. You will be required to enter your UIA Web Password to authorize the submission. You can find this questionnaire under the **Activities** tab.

Submit Save and finish later Cancel

MiWAM will time out after 15 minutes of inactivity.

GENERIC AVAILABILITY - QUESTIONNAIRE:

ISSUE DETAIL

Issue Availability

Fact Finding Generic Availability

QUESTIONNAIRE:

Enter the date you began to limit your availability for work.  Required

Are you currently available for full time work? Yes No

Submit Save and finish later Cancel

# Michigan Web Account Manager

## Accessing Your 1099-G

MiWAM allows you to view and print your 1099-G. If you received benefits for the previous calendar year, a printable version can be viewed under the Letters Tab of your MiWAM Account. A PDF version of your 1099-G will be available for you to view or print! Just click the link of the Letter ID.

**Joe Smith**

Claimant SSN: \*\*\*-\*\*-1234

**NAMES AND ADDRESSES**

Legal: Joe Smith  
Physical: 999 Main Street Anytown, MI 48000-1234

CLAIMS<sup>1</sup> ACTIVITIES<sup>0</sup> NOTICES LETTERS<sup>6</sup> CLAIMANT SERVICES

**LETTERS** **UIA RECEIVED CORRESPONDENCE**

**LETTERS** Filter

Sent	Letter Id	Type	Claim	Claim ID	Week	Requested
02-Feb-2014	<b>L00000000X</b>	FED 1099G -- for Claimants				01-Feb-2014
28-Oct-2013		UIA 1302 -- (Re)Determination	Claim	C2467410-0		28-Oct-2013
28-Oct-2013		UIA 1302 -- (Re)Determination	Claim	C2467410-0		28-Oct-2013
23-Oct-2013		UIA 1713 -- Fact Finding	Claim	C2467410-0		23-Oct-2013
23-Oct-2013		UIA 1713 -- Fact Finding	Claim	C2467410-0		23-Oct-2013

PAYER'S name, street address, city or town, province or state, country, ZIP or foreign postal code, and telephone no.		1 Unemployment compensation \$	OMB No. 1545-0120 <b>2013</b> Form 1099-G	<b>Certain Government Payments</b>  <b>Copy B For Recipient</b> This is important tax information and is being furnished to the Internal Revenue Service. If you are required to file a return, a negligence penalty or other sanction may be imposed on you if this income is taxable and the IRS determines that it has not been reported.
PAYER'S federal identification number	RECIPIENT'S identification number	2 State or local income tax refunds, credits, or offsets \$	4 Federal income tax withheld \$	
RECIPIENT'S name		3 Box 2 amount is for tax year	6 Taxable grants \$	
Street address (including apt. no.)		5 RTAA payments \$	7 Agriculture payments \$	
City or town, province or state, country, and ZIP or foreign postal code		9 Market gain \$	8 If checked, box 2 is trade or business income <input type="checkbox"/>	
Account number (see instructions)		10a State	10b State identification no.	11 State income tax withheld \$

Form 1099-G (keep for your records) www.irs.gov/form1099g Department of the Treasury - Internal Revenue Service

To request a correction to your 1099-G or to request a 1099-G for benefits paid prior to the previous calendar year, go to <http://www.michigan.gov/uia/0,4680,7-118-1360---,00.html> and select the link for the UIA 1920 - Request for Form 1099-G or contact the UIA at 1-866-500-0017 to speak to a customer service representative.

# Michigan Web Account Manager

## Letters and Correspondence

MiWAM allows you to review, keep track and respond to your notices and letters related to your UI account. Each letter you receive from UIA from this point on will have a unique letter ID number, making it easier to search for correspondence related to a specific topic. With MiWAM you can:

- View Web Notices
- Send claim inquiries to the Agency
- Set your mail preference—select this option if you would like to receive UIA correspondence electronically
- Search for correspondence sent from UIA by the Letter ID
- Check the status of correspondence sent to the Agency
- See the status of your protest or appeal

Here are some samples of what you'll see in MiWAM:

### SEARCH BY LETTER ID

All letters sent to you from the Agency will be viewable under the Letters Tab and sub-tab. To see a PDF copy of the letter, you can click on the link of the letter ID.

CERTIFICATION	NOTICES <sup>0</sup>	ACTIVITIES <sup>1</sup>	LETTERS <sup>4</sup>	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
LETTERS RECEIVED CORRESPONDENCE						
LETTERS						Filter
Sent	Letter Id	Type	Account	Id	Quarter Ending	Requested
	<a href="#">L0000575016</a>	UIA 1575 -- Claimant Monde Claim		C0170003-0		05-Feb-2013
	<a href="#">L0000604626</a>	UIA 1302 -- (Re)Determinatic Claim		C0170003-0		03-Jun-2013
	<a href="#">L0000604627</a>	UIA 1302 -- (Re)Determinatic Claim		C0170003-0		03-Jun-2013
	<a href="#">L0000606583</a>	UIA 1302 -- (Re)Determinatic Claim		C0170003-0		03-Jun-2013

# Michigan Web Account Manager Letters and Correspondence

*continued from page 22*

## RECEIVED CORRESPONDENCE

All correspondence that you send to the Agency will be viewable in your MiWAM account here.

CLAIMS<sup>3</sup> ACTIVITIES<sup>0</sup> NOTICES LETTERS<sup>10</sup> CLAIMANT SERVICES

LETTERS UIA RECEIVED CORRESPONDENCE

The information provided here allows you to track correspondence received by the agency. Please allow 5 processing days for posting. Recent correspondence will appear first. Examples of received correspondence are: protests, appeals, inquiries, and miscellaneous.

### UNEMPLOYMENT INSURANCE AGENCY RECEIVED CORRESPONDENCE

Filter

Form Title	Form Number	Letter ID	Date Received
UIA 1713 -- Fact Finding	1713	L000000000X	22-Jan-2014
UIA 1713 -- Fact Finding	1713	L000000000XX	22-Jan-2014
UIA 1713 -- Fact Finding	1713	L00000000XXX	22-Jan-2014

# Michigan Web Account Manager

## Other MiWAM Services

### MODIFY BENEFIT PAYMENT METHOD

If you would like to change the method of how you receive your benefit payments, click the **CLAIMANT SERVICES** tab and then select the link to *“Modify Benefit Payment Method”*.

<b>CERTIFICATION</b>	<b>NOTICES<sup>U</sup></b>	<b>ACTIVITIES<sup>U</sup></b>	<b>LETTERS<sup>U</sup></b>	<b>ATTRIBUTES</b>	<b>CLAIMANT SERVICES</b>	<b>DETERMINATIONS</b>
<b>CLAIMANT SERVICES</b>						
<b>FILING OPTIONS</b>			<b>OTHER SERVICES</b>			
File a claim			Contact Method			
			<b>Modify Benefit Payment Method</b> ←			
			Request Advocate			
			Request Restitution Waiver for Financial Hardship			
			Submit Job Search Contacts			
			Update Withholding			

# Michigan Web Account Manager

## Other MiWAM Services

*continued from page 26*

Make your selections to change your benefit payment method:

**MODIFY PAYMENT METHOD**

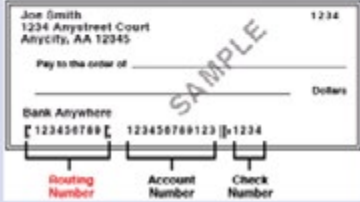
Your current Benefit Payment Method is: Debit Card

Do you want to modify?

Select payment method

I am granting the Unemployment Insurance Agency permission to credit my account.

If you do not have a check to look at, look at your monthly bank statement or contact your financial institution.



U.S. Financial Institution Routing Transit Number

Reenter the U.S. Financial Institution Routing Transit Number

U.S. Financial Institution Name

U.S. Financial Institution Account Number

Reenter the U.S. Financial Institution Account Number

Account Type

After you have provided the required information and clicked the  button, you will receive a confirmation.

# Michigan Web Account Manager

## Other MiWAM Services

*continued from page 27*

### VIEWING AND SENDING ONLINE INQUIRIES

#### Viewing Notices

Viewing online messages from the Agency is now easier with MiWAM! Just click on the **NOTICES** tab. You can view messages and notices sent from the Agency to your MiWAM account, or messages you've sent to the Agency inquiring about your account.

User Information: You are signed in as **jonesnick**

**Nick Jones**

Claimant SSN: \*\*\*-\*\*-7177

**NAMES AND ADDRESSES**

Legal: Nick Jones  
Physical: 3024 W GRAND BLVD DETROIT, MI 48202-6024

**I WANT TO...**

[View My Profile](#)  
[View the MiWAM Toolkit](#)

**CLAIMS<sup>5</sup> ACTIVITIES<sup>0</sup> NOTICES<sup>8</sup> LETTERS<sup>5</sup> CLAIMANT SERVICES**

**UNREAD<sup>1</sup> INBOX OUTBOX**

**UNREAD**

Posted	Subject	Claim Id	Claim Type	Week	Urgent	Attach	
27-Dec-2013	Welcome to MiWAM				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Mark As Read</a> <a href="#">Delete</a>

[Send Message](#) [Mark All As Read](#) [Filter](#)

#### Sending Online Inquiries

To send an online inquiry to the Agency's Virtual Problem Resolution Team about your claim, click on the **Send Message** tab.

**CLAIMS<sup>2</sup> ACTIVITIES<sup>0</sup> NOTICES<sup>8</sup> LETTERS<sup>1</sup> CLAIMANT SERVICES**

**UNREAD<sup>1</sup> INBOX OUTBOX**

**OUTBOX**

Posted	Subject	Claim Id	Claim Type	Week	Attach	
--------	---------	----------	------------	------	--------	--

[Send Message](#) [Filter](#)

# Michigan Web Account Manager

## Other MiWAM Services

*continued from page 28*

Make your selections to change your benefit payment method:

Once you have provided the required information, click the **Send Message** tab.

**Send Message** **Cancel**

**SEND NOTICE**

Message Type

Debit Card/Direct Deposit

Claim(s)

C0047493-0 - UI Claim

Certification

Week

Subject

Payment Method

Can I change my payment method using my MiWAM Account?

**Send Message** **Cancel**

You will be able to view the notices you have sent to the Agency's Virtual Problem Resolution Team under the "Outbox" tab.

CERTIFICATION	NOTICES <sup>0</sup>	ACTIVITIES <sup>0</sup>	LETTERS <sup>2</sup>	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
INBOX	OUTBOX					
OUTBOX						
Send Message Filter						
Posted	Subject	Claim Id	Claim Type	Week	Attach	
09-Jul-2013	Payment Method	C0047493-0	UI Claim			Delete

# Michigan Web Account Manager

## Other MiWAM Services

*continued from page 29*

You can see responses to your inquiry from the Agency's Virtual Problem Resolution Team in your inbox.

CERTIFICATION								
NOTICES <sup>2</sup> ACTIVITIES <sup>1</sup> LETTERS <sup>9</sup> ATTRIBUTES CLAIMANT SERVICES DETERMINATIONS								
UNREAD <sup>2</sup> INBOX OUTBOX								
INBOX								
Send Message Mark All As Read Filter								
Posted	Read	Subject	Claim Id	Claim Type	Week	Urgent Attach		
23-Aug-2013	<input type="checkbox"/>	RE: Pending Issues	C0027228-0	Claim		<input type="checkbox"/>	<input type="checkbox"/>	Mark As Re: Delete
23-Jul-2013	<input type="checkbox"/>	Welcome to MiWAM	C0027228-0	Claim		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark As Re: Delete

Click the link to read the response from the Virtual Problem Resolution Team.

Reply To Note Delete

WEB NOTICE - MANUALLY SENT NOTICE

Claim ID

C0027228-0

Claim Type

UI Claim

From: Unemployment Insurance Agency

To: CANDY BAR (barcandy12)

Date: Friday, Aug 23, 2013 10:12:39 AM

Subject: RE: Pending Issues

One or more (re)Determination(s) regarding your eligibility and/or qualification for unemployment benefits have been resolved.

Please allow 1 day for posting to your MiWAM account or 3-5 days via US Post.

Please continue to certify using your new online MiWAM account or you can still call MARVIN on your scheduled day and time

Thank you for using MiWAM!

From: CANDY BAR (barcandy12)

To: Unemployment Insurance Agency

Date: Monday, Nov 4, 2013 9:27:50 AM

Subject: Pending Issues

When will I receive payment

Reply To Note Delete

# Michigan Web Account Manager


## Other MiWAM Services

continued from page 30

### UPDATE PROFILE INFORMATION

To update your profile information, click on the [“View My Profile”](#) link from the “I WANT TO . . .” section. Then click the [“Update Profile”](#) link.

User Information: You are signed in as *testtest*

TEST TESTY	NAMES AND ADDRESSES	I WANT TO...
Claimant SSN : ***-**-0001	Legal : TEST TESTY Physical : 3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View My Profile</a>  <a href="#">View the MiWAM Toolkit</a>


[CLAIMS<sup>1</sup>](#) [ACTIVITIES<sup>0</sup>](#) [NOTICES](#) [LETTERS<sup>1</sup>](#) [CLAIMANT SERVICES](#)

[MY CLAIMS<sup>1</sup>](#)

MY CLAIMS Hide History Filter

Claim Id	Claim	Type	Status	Benefit Year Begin	Benefit Year End	Effective Date	Weekly Benefit Amount	Total Weeks
<a href="#">C3559003-0</a>	UI Claim	New	Allowed	29-Sep-2013	27-Sep-2014		362.00	20.00

PROFILE I WANT TO...

Web Name : TEST TESTY	<a href="#">Update Profile</a> 
Phone 1 : +1 (123) 456-7890	<a href="#">Change Password</a>
Phone 2 : +1	
Email :	
Question : What is your favorite color?	

[PAYMENT PROFILE](#)

[PAYMENT PROFILE](#)

# Michigan Web Account Manager

## Other MiWAM Services


*continued from page 31*

Make your appropriate changes and click the **Save** button.

**My Profile** ⓘ ? ✕

UPDATE PROFILE

Username	jsmith456		
Name	JOE SMITH		
Country	USA	Phone 1	(989) 555-6789
Country	USA	Phone 2	
Email	jsmith456@nomail.com		
Question	What is your mother's maiden name?		
New Question	Where were you born?		
Answer	●●●●●●		
Confirm	●●●●●●		

**Save** **Cancel**

Type in your password to verify the request:

✕

You are required to re-enter your password to verify this request. Your password will act as your signature.

Password

Required

**OK** **Cancel**

\*You will receive a web notice stating that your MiWAM Profile has been updated.

# Michigan Web Account Manager

## Other MiWAM Services

### CHANGING YOUR MiWAM PASSWORD

To change your password, click on the [“View My Profile”](#) link in the “I WANT TO . . .” section. Then click the [“Change Password”](#) link. Note: This is not the process if you have forgotten your password.

User Information: You are signed in as testtest

TEST TESTY	NAMES AND ADDRESSES	I WANT TO...
Claimant SSN    ***-**-0001	Legal                      TEST TESTY	<a href="#">View My Profile</a> ←
	Physical                  3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View the MiWAM Toolkit</a>

[CLAIMS<sup>1</sup>](#) [ACTIVITIES<sup>0</sup>](#) [NOTICES](#) [LETTERS<sup>1</sup>](#) [CLAIMANT SERVICES](#)

[MY CLAIMS<sup>1</sup>](#)

MY CLAIMS Hide History Filter

Claim Id	Claim	Type	Status	Benefit Year Begin	Benefit Year End	Effective Date	Weekly Benefit Amount	Total Weeks
<a href="#">C3559003-0</a>	UI Claim	New	Allowed	29-Sep-2013	27-Sep-2014		362.00	20.00

PROFILE I WANT TO...

Web Name	: TEST TESTY	<a href="#">Update Profile</a>
Phone 1	: +1 (123) 456-7890	<a href="#">Change Password</a> ←
Phone 2	: +1	
Email	:	
Question	: What is your favorite color?	

[PAYMENT PROFILE](#)

[PAYMENT PROFILE](#)

# Michigan Web Account Manager

## Other MiWAM Services

*continued from page 33*

Enter the required information and click the **Change** button.

Michigan Web Account Manager

CHANGE PASSWORD

Current Password:

New Password:

Confirm Password:

Change

Required Password Rules

- Must be between 8 and 15 characters long
- Cannot contain spaces
- Must contain both letters and numbers
- Case sensitive
- Cannot be the same as your username

Cancel

# Michigan Web Account Manager

## Other MiWAM Services

*continued from page 34*

### TAX WITHHOLDING

If you would like to change your tax withholding, log into your MiWAM account and select the [CLAIMANT SERVICES](#) tab.

The screenshot shows the MiWAM interface with the 'CLAIMANT SERVICES' tab selected. Under the 'OTHER SERVICES' section, the 'Update Withholding' link is highlighted with a red box and a red arrow pointing to it. Other links visible include 'File a claim', 'Contact Method', 'Modify Benefit Payment Method', 'Request Advocate', 'Request Restitution Waiver for Financial Hardship', and 'Submit Job Search Contacts'.

Next, click the link to “[Update Withholding](#)”.

Once you have made your election, you must click the [Submit](#) button.

The screenshot shows the 'TAX WITHHOLDING/TAX EXEMPTION' section. It includes a warning bar: 'MiWAM will time out after 15 minutes of inactivity.' Below this is a question: 'Do you want state and federal taxes withheld from your weekly benefits?' with 'Yes' and 'No' radio buttons. The 'Submit' button is highlighted with a red box and a red arrow pointing to it. A 'Cancel' button is also visible.

*continued from page 35*

I certify that the statements made on this Form are true and correct to the best of my knowledge and belief.

Password

Required

OK Cancel

CONFIRMATION

Ok Print

# Michigan Web Account Manager

## Name and Address Changes

### in MiWAM

## NAME CHANGE

You can submit a request to change your name in MiWAM. Once you log in to your account and select the current Claim ID, you will see Names and Addresses in the upper right panel of the screen, as shown below.

CLAIM ID C3559003-0		NAMES AND ADDRESSES		I WANT TO...
Social Security Number	*** - ** - 0001	Legal Name	<a href="#">Edit</a> TEST TESTY	<a href="#">View My Profile</a>
Benefit Year Begin	9/29/2013	Physical Address	<a href="#">Edit</a> 3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View All Claims</a>
Benefit Year End	9/27/2014			<a href="#">View the MiWAM Toolkit</a>
Weekly Benefit Amount	\$362.00			
Total Weeks Allowed	20			
Weeks Remaining	20			

Click the **"Edit"** hyperlink. Fill in the information that has changed. Your name will not be changed unless you provide the Agency with supporting documentation. If your documentation is saved on your computer, you can attach a copy by clicking the **"Add"** link from the attachment panel on the left of your screen.

Menu

Log Off

Help

Navigation

Claim: C0047117-0

Change Name

Attachments

Add

NAME CHANGE

Name Information

Last Name

BROWN-SMITH

First Name

DARREL

Middle Name

Suffix

SR

To change your name, you must provide the Unemployment Insurance Agency (UIA) with supporting documentation. Your name will not be changed until the Agency receives the proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the 'Add' link from the attachment panel on the left.

After submitting this request, you can also mail or fax your documentation to:  
Unemployment Insurance Agency  
PO Box 169

Attachment Instructions:  
To add the attachment please click the 'Add' link from the attachment panel on the left.  
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left

Submit

Cancel

# Michigan Web Account Manager

## Name and Address Changes

### in MiWAM

*continued from page 37*

Click the "Browse" button to select the appropriate file from your saved documents that you want to attach as supporting documentation. Then click the **Save** button

**Select a file to attach** ✕

Type

Description

**Browse...**

**Save** **Cancel**

You will receive a confirmation message once you have finished the process and clicked the **Submit** button.

**Ok** **Print**

**CONFIRMATION**

Your "Name Update" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.

Your confirmation number is **0-923-041-792**.

**Ok** **Print**

# Michigan Web Account Manager

## Name and Address Changes

### in MiWAM

continued from page 38

## ADDRESS CHANGE

To submit your change of address in MiWAM, log in to your account, click the “[Edit](#)” hyperlink under the Names and Addresses Panel next to Physical Address.

CLAIM ID C3559003-0		NAMES AND ADDRESSES		I WANT TO...
Social Security Number	*** - ** - 0001	Legal Name	<a href="#">Edit</a> TEST TESTY	<a href="#">View My Profile</a>
Benefit Year Begin	9/29/2013	Physical Address	<a href="#">Edit</a> 3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View All Claims</a>
Benefit Year End	9/27/2014			<a href="#">View the MIWAM Toolkit</a>
Weekly Benefit Amount	\$362.00			
Total Weeks Allowed	20			
Weeks Remaining	20			

[CERTIFICATION](#) [NOTICES<sup>0</sup>](#) [ACTIVITIES<sup>0</sup>](#) [LETTERS<sup>1</sup>](#) [ATTRIBUTES](#) [CLAIMANT SERVICES](#) [DETERMINATIONS](#)

Enter the changed information in the appropriate fields. You must click the button to validate your address before you click [Submit](#).

[Submit](#) [Cancel](#)

MiWAM will time out after 15 minutes of inactivity.

**Physical Address**  
You must enter your physical address and validate it in order to proceed.  
Enter your address and then click on the button to validate it.

Country

Address Line 1

Address Line 2

Unit Type  Unit  City

State / Province  ZIP  County

Attention

Required

[Submit](#) [Cancel](#)

# Michigan Web Account Manager

## Protests and Appeals

in MiWAM

MiWAM allows you to protest determinations and appeal decisions that are associated to your account. Log in to your MiWAM account, click on the **DETERMINATIONS** tab.

CLAIM ID C0020221-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 5385	Legal Name	WILLIAM HAWKINS
Benefit Year Begin	3/31/2013	Physical Address	3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	3/29/2014		
Weekly Benefit Amount	\$122.00	OVERPAYMENT BALANCE	
Total Weeks Allowed	20	Balance	\$244.00
Weeks Remaining	18	Pending Payments	\$0.00 <a href="#">View Detail</a>
		Pending Balance	Pay \$244.00 <a href="#">View Payments</a>
<div> <a href="#">CERTIFICATION</a> <a href="#">NOTICES<sup>0</sup></a> <a href="#">ACTIVITIES<sup>0</sup></a> <a href="#">LETTERS<sup>3</sup></a> <a href="#">ATTRIBUTES</a> <a href="#">CLAIMANT SERVICES</a> <a href="#">DETERMINATIONS</a> </div>			
WEEKS			

You will see a list of determinations and decisions associated with your account. To see a PDF copy of the letter, click on the unique letter ID. To file your protest or appeal, click on the action hyperlink, "File Appeal" or "File Protest".

<a href="#">CERTIFICATION</a>	<a href="#">NOTICES<sup>0</sup></a>	<a href="#">ACTIVITIES<sup>0</sup></a>	<a href="#">LETTERS<sup>3</sup></a>	<a href="#">ATTRIBUTES</a>	<a href="#">CLAIMANT SERVICES</a>	<a href="#">DETERMINATIONS</a>
<div> <a href="#">DETERMINATION STATUS</a> <a href="#">FACT FINDING</a> <a href="#">ADVOCACY</a> </div>						

Determinations and Decisions that are associated to your account are listed below. If you wish to file a protest or appeal, please click the applicable link under **Action**. Note that once a protest or appeal is filed, a new determination must be issued before the issue can be acted upon again.

Sent	Letter ID	Issue/Decision Type	Employer (if applicable)	Status	Claim ID	Action
	L0000637295	Remuneration - Earned Income	LYNK MANAGEMENT INC	Redetermination Issued	C0020221-0	<a href="#">File Appeal</a>
	L0000637294	Misrepresentation - Misrepresentation		Redetermination Issued	C0020221-0	Not Adversely Affected
04/01/2013	L0000610809	Monetary (Re) Determination		Determination Issued	C0020221-0	<a href="#">File Protest</a>

# Michigan Web Account Manager

## Protests and Appeals

### in MiWAM

*continued from page 40*

Fill in the required information. You can also provide the Agency with supporting documentation. If your document is saved on your computer, you can attach a copy by clicking the **"Add"** link from the attachment panel on the left of your screen. Then, click the **Submit** button.

Menu Log Off  
Help

Navigation  
Claim: C0020221-0  
Mon/Non-Mon Deter. Protest  
Attachments Add

Submit Cancel

MiWAM will time out after 15 minutes of inactivity.

**File (Re)Determination Protest or Appeal**

**Attachment Instructions:**  
To add the attachment please click the 'Add' link from the attachment panel on the left.  
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left.  
Once all attachments have been added, please click the 'Submit' button located to the upper or lower

Letter ID L0000610809  
Letter Sent 04/01/2013

"Do you have more information that was not provided prior to the (re)determination?"  
Yes No

I wish to protest or appeal the (re)determination for the following reason(s). If you wish to attach supporting documentation, please see the instructions above.

Submit Cancel

You will receive a confirmation indicating your request has been submitted.

#### CONFIRMATION

Your "Claimant Determination Protest/Appeal" request has been submitted and will be processed in the order that it was received. After overnight processing, you may view the status of your request by visiting the **Determination Status** subtab under the **Determinations** tab. You may also print this page for your records.

Your confirmation number is **1-791-606-784**

Ok

Print


# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

#### Setting up a Payment Profile

If you have an overpayment with the Agency and would like to make your payments online, you can set up a payment profile in MiWAM and identify your financial institution. Click the link to [“View My Profile”](#) under the “I WANT TO...” section. **\*NOTE: This is not the process to change your payment method of receiving unemployment benefit payments (see page XX-Modify Benefit Payment Method).**

CLAIM ID C3559003-0		NAMES AND ADDRESSES		I WANT TO...
Social Security Number	*** - ** - 0001	Legal Name	<a href="#">Edit</a> TEST TESTY	<a href="#">View My Profile</a> 
Benefit Year Begin	9/29/2013	Physical Address	<a href="#">Edit</a> 3024 W GRAND BLVD # 400 DETROIT MI 48202-6024	<a href="#">View All Claims</a>
Benefit Year End	9/27/2014			<a href="#">View the MiWAM Toolkit</a>
Weekly Benefit Amount	\$362.00			
Total Weeks Allowed	20			
Weeks Remaining	20			

PROFILE	I WANT TO...
Web Name : TEST TESTY	<a href="#">Update Profile</a>
Phone 1 : +1 (123) 456-7890	<a href="#">Cancel My Online Access</a>
Phone 2 : +1	<a href="#">Change Password</a>
Email :	
Question : What is your favorite color?	

PAYMENT PROFILE				
PAYMENT PROFILE				
MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS				
Source Name	Account Type	Bank Name	Routing Number	Account Number

 [Add](#) [Filter](#)

# Michigan Web Account Manager

## How to Make a Payment in MiWAM

*continued from page 42*

You must complete all of the fields, as they are required before you can save your information. The routing number that you enter will display the name of the financial institution. Click the **Save** button.

### Payment Profile

PAY TO THE  
ORDER OF

Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name	Account Holder Last Name	Check Type
TEST	TESTY	Personal
Bank Account Type	Routing Number	Routing Number Verify
Checking	072000326	072000326
	Account Number	Confirm Account Number
	.....	.....

# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

*continued from page 43*

Now you can view the Payment Profile information for your financial institution. You will only be able to see the last four digits of your account number.

PAYMENT PROFILE				
MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS				
Source Name	Account Type	Bank Name	Routing Number	Account Number
TEST TESTY	CP	JPMORGAN CHASE BANK, NA	072000326	****9123

If you would like to change or delete the payment information you have saved in MiWAM, click on the link ["View My Profile"](#) under the "I WANT TO..." section. Then click on the link of the source name to manage the payment profile information. Click the button to change or delete the payment profile information. If you change financial institutions, your online payment information must be updated within MiWAM.

ChangeDeleteCancel

Payment Profile

All Accounts

PAY TO THE ORDER OF

Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name

TEST

Account Holder Last Name

TESTY

Check Type

Personal

Bank Account Type

Checking

Routing Number

072000326

Account Number

\*\*\*\*\*9123

ACCOUNTS USING THIS PAYMENT PROFILE

Name

TEST TESTY

Account Id

C3559003-0

Account Type

UI Claim

ChangeDeleteCancel

# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

*continued from page 44*

## Making a Payment

If you have an overpayment with the Unemployment Agency, you can make payments through your MiWAM account. After you log into MiWAM, you will be able to see your overpayment balance and pending payments. By clicking the link to **"Pay"**, you will be able to make a payment on the balance owed to the Agency.

CLAIM ID C0047493-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 2567	Legal Name	<a href="#">Edit</a> JOHN BLACK
Benefit Year Begin	3/31/2013	Physical Address	<a href="#">Edit</a> 3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	5/4/2013		
Weekly Benefit Amount	\$362.00		
Total Weeks Allowed	20		
Weeks Remaining	18		

OVERPAYMENT BALANCE	
Balance	\$1,095.40
Pending Payments	\$0.00 <a href="#">View Detail</a>
Pending Balance	<a href="#">Pay</a> \$1,095.40 <a href="#">View Payments</a>

You must enter an amount and click the **Submit** button.

<b>Submit</b>		<b>Cancel</b>
---------------	--	---------------

Payments scheduled more than 90 days in the future are not allowed and will result in a rejected payment.

### Benefit - Elective

JOHN	BLACK	Payment Date:	05-Jul-2013
UI Claim			50.00
PAY TO THE	Unemployment Insurance Agency		Check Type
			Personal
JPMORGAN CHASE BANK, NA			
MEMCThis payment will be applied to the outstanding balance on your claim account.			
Bank Account Type	Routing Number:	Account Number:	
Checking	072000326	****9123	

**Submit** **Cancel**

*continued from page 45*



A screenshot of the 'Required' dialog box. The 'Required' label is in a box on the left. To its right are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red rectangular box, and a red arrow points to it from the left.

Ok Print



Ok

Print

# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

*continued from page 46*

You will be able to view your payment request as a pending payment. Note-the pending balance will also be reduced by the amount of your requested payment submission. Once your payment has been accepted, the balance will also be reduced by the same amount requested.

#### CLAIM ID C0047493-0

Social Security Number	*** - ** - 2567
Benefit Year Begin	3/31/2013
Benefit Year End	5/4/2013
Weekly Benefit Amount	\$362.00
Total Weeks Allowed	20
Weeks Remaining	18

#### NAMES AND ADDRESSES

Legal Name	<a href="#">Edit</a>	JOHN BLACK
Physical Address	<a href="#">Edit</a>	3024 W GRAND BLVD DETROIT MI 48202-6024

#### OVERPAYMENT BALANCE

Balance	\$1,095.40	
Pending Payments	\$50.00	<a href="#">View Detail</a>
Pending Balance	<a href="#">Pay</a> \$1,045.40	<a href="#">View Payments</a>

# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

*continued from page 47*

#### ADD A REOCCURRING PAYMENT

After you set up your payment profile, you can also schedule monthly payments to be deducted from your bank account in MiWAM. Once you log into your account, click the [CLAIMANT SERVICES](#) tab. Under the column labeled "Other Services", then click the link to "[Add Reoccurring Payment](#)".

CLAIM ID C0047493-0		NAMES AND ADDRESSES	
Social Security Number	*** - ** - 2567	Legal Name <a href="#">Edit</a>	JOHN BLACK
Benefit Year Begin	3/31/2013	Physical Address <a href="#">Edit</a>	3024 W GRAND BLVD DETROIT MI 48202-6024
Benefit Year End	5/4/2013		
Weekly Benefit Amount	\$362.00	OVERPAYMENT BALANCE	
Total Weeks Allowed	20	Balance	\$1,095.40
Weeks Remaining	18	Pending Payments	\$50.00 <a href="#">View Detail</a>
		Pending Balance <a href="#">Pay</a>	\$1,045.40 <a href="#">View Payments</a>

CERTIFICATION	NOTICES <sup>0</sup>	ACTIVITIES <sup>0</sup>	LETTERS <sup>2</sup>	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS		OTHER SERVICES				
<a href="#">File a claim</a>		<a href="#">Add Reoccurring Payment</a>				
		<a href="#">Contact Method</a>				
		<a href="#">Modify Benefit Payment Method</a>				
		<a href="#">Request Advocate</a>				
		<a href="#">Update Withholding</a>				

# Michigan Web Account Manager

## How to Make a Payment in MiWAM

*continued from page 48*

Once you have completed the required information, click the **Submit** button.

**Submit** **Cancel**

### Reoccurring Payment

The Unemployment Insurance Agency allows you the ability to schedule reoccurring payments. A reoccurring payment is a scheduled payment processed monthly toward a Debt.

Payments can be stopped up to one business day before your monthly payment date. Once you stop a payment you will need to schedule a new reoccurring monthly payment plan if you would like monthly payments to resume.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:

08 Jul 2013

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:

50.00

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero:

☐ Choose number of payments

☒ Withdraw until balance is zero

### Benefit - Elective

JOHN	BLACK	Payment Date:	08 Jul 2013
UI Claim			50.00
PAY TO THE	Unemployment Insurance Agency		Check Type
			Personal
JPMORGAN CHASE BANK, NA			
MEMO This payment will be applied to the outstanding balance on your claim account.			
Bank Account Type	Routing Number	Account Number	
Checking	072000326	****9123	

**Submit**

**Cancel**


# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

*continued from page 49*

You must enter your MiWAM Password to authorize the transaction.




I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the **OK** button to authorize this transaction.

Password

 **OK** **Cancel**


Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.

**Ok** **Print**

**CONFIRMATION**

Thank you for submitting your MiWAM reoccurring payment request.

A confirmation web notice will be posted to your MiWAM account momentarily.

 **Ok** **Print**

# Michigan Web Account Manager

## How to Make a Payment

### in MiWAM

*continued from page 50*

Reoccurring payments can be stopped up to one business day before your monthly payment date. Just click the **CLAIMANT SERVICES** tab. Under the column labeled "Other Services", then click the link to **"Stop Reoccurring Payment"**. Once you stop a payment, you will need to schedule a new reoccurring monthly payment if you want monthly payments to resume.

CERTIFICATION	NOTICES <sup>0</sup>	ACTIVITIES <sup>0</sup>	LETTERS <sup>2</sup>	ATTRIBUTES	CLAIMANT SERVICES	DETERMINATIONS
CLAIMANT SERVICES						
FILING OPTIONS			OTHER SERVICES			
File a claim			→ Stop Reoccurring Payment			
			Contact Method			
			Modify Benefit Payment Method			
			Request Advocate			
			Update Withholding			

# Michigan Web Account Manager

## Frequently Asked Questions

### in MiWAM

#### **Q: What happens when I register for MiWAM?**

A: When you register for MiWAM you will be granted unlimited access to your MiWAM account immediately.

#### **Q: Does my password expire?**

A: Yes, your password expires every 13 months. As a result, you will be required to change it after one year.


#### **Q: What should I do if I forget my username or need to reset my password?**

A: Click on the link for “Having trouble logging in?” A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if this information is not provided. Once you have been identified you will be allowed to reset your password.

#### **Q: Can I come back to finish a claim that I began filing and finish it later?**

A: MiWAM allows you to save your claim and complete it later during the same calendar week, by clicking the [Save and finish later](#) button. You will receive a confirmation number and a claim filing number. Click the “Find a Saved Claim” link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely.

#### **Q: How do I enter the Occupational code when filing a claim through MiWAM?**

A: Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress). Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupational code that best fits. Make your choice by clicking the blue link next to your selection. You can find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

#### **Q: Can I protest a determination or respond to Agency correspondence using MiWAM?**

A: Yes. Access the Determinations tab to either protest a determination or appeal a redetermination. Responding to any open fact-finding issues can be done by clicking on the Fact Finding sub-tab to see pending questionnaires.

#### **Q: Who do I contact if I need help?**

A: If you have questions about MiWAM or need help with your unemployment claim, call 1-866-500-0017 to speak with a customer service representative.



*Rick Snyder, Governor  
State of Michigan*



*Stephanie Comai, Director*



*Sharon Moffett-Massey, Director*

**[www.michigan.gov/uia](http://www.michigan.gov/uia)**

The Unemployment Insurance Agency is an equal opportunity employer/program.  
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.